



NEWS RELEASE

EUROPE REGIONAL MEDICAL COMMAND

PUBLIC AFFAIRS OFFICE

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21 September 2006

Offices consolidate

Customer service key to consolidation

HEIDELBERG – As a result of the Europe Regional Medical Command's consolidation of the medical billing offices of Army hospitals and clinics in Europe to form the Europe Uniform Business Office (eUBO), patients who pay for health care services will have one place to go for payments and customer service.

The consolidation changes billing procedures for "pay patients" that use Army medical treatment facilities in Europe. Pay Patients include DoD civilians, DoDDS school teachers, DoD contractors, Army & Air Force Exchange Service employees, Non-Appropriated Fund employees, and foreign military personnel.

The medical billing offices of Landstuhl Regional Medical Center, Heidelberg Medical Department Activity (MEDDAC), and Wuerzburg MEDDAC and their outlying clinics (except SHAPE) were consolidated at LRMC. Although the eUBO and Accounting & Billing Operations Division are located at Landstuhl, they come under ERMC's G8 (Resource Management) in Heidelberg. Ms. Kelley Locke is the newly appointed eUBO chief.

The eUBO is located on the fourth floor of Bldg. 3700, at Landstuhl and opens for business on Sept. 25.

The consolidated billing office is designed to provide continuity of billing operations. As medical activities in Europe transform over the next several years, the eUBO will enhance the level of customer service for pay patients. In the past, each medical facility was responsible for billing its pay patients. The new consolidated office offers standardized billing and collection procedures as well as cashless transactions.

The efficiencies gained from consolidation include economies of scale and the ability to cross-train personnel, leveraging technology to improve billing accuracy, and the use of billing "best practices" from within DoD and the civilian business community.

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Patients receiving invoices for health care services should now send payments to the address listed below:

ERMC

A&BO, Attn: eUBO

CMR 402, Bldg. 3700

APO AE 09180

For more information please call 486-8879 or (toll free) 00-800-9050-9050. You can also contact eUBO via email at eubo@amedd.army.mil.

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